

Per California Code of Regulations, title 2, section 548.5, the following information will be posted to CalHR's Career Executive Assignment Action Proposals website for 30 calendar days when departments propose new CEA concepts or major revisions to existing CEA concepts. Presence of the department-submitted CEA Action Proposal information on CalHR's website does not indicate CalHR support for the proposal.

A. GENERAL INFORMATION

1. Date

February 6, 2023

2. Department

Business, Consumer Services and Housing Agency/Department of Consumer Affairs

3. Organizational Placement (Division/Branch/Office Name)

1. 2. Office of Information Services

4. CEA Position Title

1. Business, Consumer Services and Housing Agency, Deputy Secretary, Agency Information Officer;

2. Department of Consumer Affairs Deputy Director, Office of Information Services Chief Information Officer

5. Summary of proposed position description and how it relates to the program's mission or purpose.
(2-3 sentences)

The Department of Consumer Affairs (DCA) requests to change the level of the Chief Information Officer, from B to C, to assist with the demands of also running the information technology functions of the Business, Consumer Services and Housing Agency (BCSH). There is a need for the Agency to have an information officer to be responsible for the production and implementation of technical solutions.

6. Reports to: (Class Title/Level)

Agency Secretary, BCSH / Chief Deputy Director, DCA

7. Relationship with Department Director (Select one)

- ☒ Member of department's Executive Management Team, and has frequent contact with director on a wide range of department-wide issues.
- ☐ Not a member of department's Executive Management Team but has frequent contact with the Executive Management Team on policy issues.

(Explain):

8. Organizational Level (Select one)

☐ 1st ☒ 2nd ☐ 3rd ☐ 4th ☐ 5th (mega departments only - 17,001+ allocated positions)

B. SUMMARY OF REQUEST

9. What are the duties and responsibilities of the CEA position? Be specific and provide examples.

Business, Consumer Services and Housing Agency (BCSH) Agency Information Officer (AIO) – 60%

Serves as the highest-level advisor to the BCSH Secretary, Agency Executive Management, and Agency entities' Executive Management on all aspects related to technology. Represents the BCSH Agency and Agency entities with the California Department of Technology, the State Chief Information Officer, and State Control Agencies. Serves as an Executive member on the State's Information Technology Executive Council. Responsible for the overall governance of Agency information technology activities.

Formulates and analyzes high-level policy issues related to all aspects of IT (i.e. security, enterprise architecture, project management, consolidation, budgeting and procurement), interpret and articulate policy options, advise department CIOs on courses of action consistent with other departments throughout the state, and develop policies and procedures in order to evaluate and govern business processes, operational programs and IT resources for BCSH and the twelve-member departments to ensure compliance with statewide policy, standards and statutory requirements.

Provides oversight authorization and authority over and approval of Agency entities' Technology Acquisition Plans. Has oversight authority over the agency-wide IT Project Portfolio. Responsible for the approval and oversight of Agency entities' information technology projects. Responsible for oversight and submission of State Information Technology mandated reports.

Develops and oversees the BCSH Enterprise and Security Architecture Program (EAP) to standardize the IT infrastructure, data, and procedures for BCSH, oversee the establishment of departmental enterprise architecture programs in order to conform with state directives and BCSH requirements, and disseminate information to constituent departments to promote effective management of IT resources to ensure consistency and compliance with statewide policy, standards and statutory requirements.

Develops legislative proposals, policies and new programs in the areas of IT, participate in the development and evaluation of proposed legislation to assess the impact of IT upon business process and operational programs, evaluate findings and make recommendations of studies about the effectiveness of IT using high-level expertise to ensure business operations are meeting the state standards set by CDT.

Department of Consumer Affairs (DCA) Chief Information Officer (CIO) – 40%

Oversees, plans, develops, organizes all information technology and telecommunication solutions and resources within DCA, which includes setting and developing the department's strategic IT direction and ongoing modernization efforts in accordance with the Governor, CA Department of Technology (CDT), and Agency strategic and technical directives. Has oversight responsibility for coordinating the activities of all information technology (IT) components throughout the DCA, its 37 constituent programs and interface partners. Directs the departmental Enterprise Architecture program, which rationalizes, standardizes, and consolidates all departmental IT applications, assets, infrastructure, data, and procedures. Ensures that the developed program meets the requirements of CDT. The initiative includes leveraging cost-effective strategies to reduce total energy consumption utilized by IT and telecommunication equipment.

Initiates and oversees complex IT projects in accordance with the CA Project Management Framework and within the Project Approval Lifecycle, as mandated by CDT. Examples are in support of the Department's Business Modernization Initiative and continuous improvement efforts to improve CA residents' engagement with government.

Develops and administers the departmental information security program and practices, which include prevention, reporting, and disaster recovery planning. In keeping with Executive Order S-03-10 the Information Security Officer is now reporting to the CIO. This requires more direct involvement by the CIO in meeting the CDT mandates related to information security.

Oversees a Governance process to ensure that the Departmental Business Executives (Executive Officers, Bureau Chiefs, Division Chiefs) are involved with the decision-making process regarding IT departmental solutions. Ensures that the Business Executives are driving and approving the investment of staff time and dollars in the purchase or development of IT solutions for the business needs of the DCA.

Formulates, analyzes, revises, interprets, evaluates, and implements policies, procedures, and programs, as they relate to departmental business needs and to ensure compliance with the Governor's Office, the CDT, the Agency and the DCA strategic plans and goals. Suggests ways in which IT can play a part in meeting departmental business needs.

B. SUMMARY OF REQUEST (continued)

10. How critical is the program's mission or purpose to the department's mission as a whole? Include a description of the degree to which the program is critical to the department's mission.

- ☒ Program is directly related to department's primary mission and is critical to achieving the department's goals.
- ☐ Program is indirectly related to department's primary mission.
- ☐ Program plays a supporting role in achieving department's mission (i.e., budget, personnel, other admin functions).

Description: The mission of BCSH is to lead, coordinate, and oversee twelve state entities that advance policies, regulations, and programs to protect consumers, promote and preserve affordable housing, prevent and end homelessness, and guard civil rights. The Agency Information Officer will be responsible for overseeing the information technology (IT) functions of the BCSH and its twelve-member departments. The AIO provides leadership and direction to BCSH's twelve-member constituent departments' Chief Information Officers and oversees those departmental IT activities. The AIO formulates, analyzes, revises, interprets, and evaluates business operations, operational programs, and IT resources for BCSH and its constituent departments. The AIO represents the BCSH at the Information Technology Executive Council and committee meetings and makes regular contact with cabinet level agencies, department/agency heads, the Legislature, the Governor's Office, Department of Finance and other Agency Information Officers, and interface partners.

The mission of DCA is to protect California consumers by providing a safe and fair marketplace through oversight, enforcement, and licensure of professions. The DCA is an umbrella organization, made up of 37 semi-autonomous Boards and Bureaus, that license and ensures the continued professionalism of 3.5 million Californians annually. The CIO is responsible for overseeing the efficient and effective use of information technology and telecommunications resources and solutions within the DCA. The incumbent has oversight responsibility for coordinating the activities of all information technology (IT) components throughout the DCA, its 37 constituent programs and interface partners. The incumbent formulates, analyzes, revises, interprets, evaluates, and implements State Information Technology policies, statutes, programs, and solutions as they relate to business operations, operational programs, and IT resources for the DCA and its constituents

B. SUMMARY OF REQUEST (continued)

11. Describe what has changed that makes this request necessary. Explain how the change justifies the current request. Be specific and provide examples.

The increase in complexity and scope of policy and decision making has increased which the primary driver of this request. The increase has come due to a strategy redirection adopted by the Business, Consumer Services and Housing Agency to combine the roles of the AIO and the CIO of its largest department, the Department of Consumer Affairs. The DCA provides direct IT and security support for 5 of the Agency's 12 departments currently through interagency agreement. The tactical knowledge that comes from the operation of the department and the strategic, planning and policy functions of the single Agency IT position, the AIO, were combined to address the ever-growing demand for technology that meets the expectations of the CA residents and the unmet needs to secure the data and systems.

C. ROLE IN POLICY INFLUENCE

12. Provide 3-5 specific examples of policy areas over which the CEA position will be the principle policy maker. Each example should cite a policy that would have an identifiable impact. Include a description of the statewide impact of the assigned program.

The AIO/CIO will have primary policy making authority for the cybersecurity architecture for all 12 departments within the Agency. Establishing foundational security standards for platforms and practices that secure the data for all agency domains including: consumer protection, housing, homelessness and civil rights, all high administration priorities. The impact of a non-compliant security architecture is a possible data or system breach that could expose sensitive data; eg. the confidential data of 3.5 million licensees under DCA.

The AIO/CIO will have responsibility and policy making authority for the Agency's and its 12 departments information Technology Project Portfolio. This role determines and oversees the delegated and reportable projects. The impact of failure within the Agency's project portfolio is two-fold: 1. the critical systems that are proposed to support the critical missions of the departments will not be successfully implemented and 2. the financial investments may not return the intended benefit.

The DCA CIO is responsible for ensuring DCA is in compliance with the Information Practices Act. DCA collects personal information from individuals and the Information Security Office formulated the statewide policy for Privacy Notices for DCA Forms That Collect Personal Information. The policy is in place to provide each bureau chief, division chief, and executive officer with strategies for implementing privacy notices, as well as sample privacy notice language to be used on all DCA forms used to collect personal information from licensees, applicants, and consumers.

The DCA CIO is also responsible for ensuring DCA is in compliance with the State Administrative Manual and Memorandums of Understanding. IT systems are used throughout DCA's programs and the Information Security Office formulated the statewide policy for Acceptable Use of Information Technology Systems. The policy is in place to protect employees and DCA from illegal or harmful actions that might endanger the integrity, availability, or confidentiality of DCA information.

C. ROLE IN POLICY INFLUENCE (continued)

13. What is the CEA position's scope and nature of decision-making authority?

The AIO/CIO is responsible for the use and adoption of innovative technologies to ensure BCSH and DCA meet its missions at the lowest possible cost and efficiency while meeting all existing state IT mandates and policies.

The AIO/CIO has complete decision-making authority for all IT related policies, non-delegated contracts and procurements, projects and security across the Agency and its 12 departments.

14. Will the CEA position be developing and implementing new policy, or interpreting and implementing existing policy? How?

The AIO/CIO will be responsible for the development, interpretation, and implementation of new policies, as well as revising, interpreting, and implementing existing policies based on current trends in the consumer protection system.

The AIO/CIO will interpret policy directly by participating in the legislative and regulatory processes, and also the budget process.

This role sits on the Information Technology Executive Council (ITEC), a policy making body led by the State CIO. The ITEC, advises and directs general policy regarding IT for all State agencies.